THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) Indian Software companies and technical manpower undertake on site projects and jobs for the overseas companies in industratised and developing countries to meet requirements of the clients and execute specific projects. However, as per estimates of National Association of Software and Service Companies (NASSCOM), in the last three years, nearly 20,000 IT professionals having returned back to India due to growing opportunities in this sector.

(c) and (d) Do not arise.

**Revised norms for quality of service**

†2121. SHRI MOTILAL VORA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to refer to answer to Unstarred Question 143 given in Rajya Sabha on 24th November, 2005 and state:

(a) the details of the revised norms of Telecom Regulatory Authority of India regarding the quality of service *vide* their regulation issued on the 8th July. 2005;

(b) the places where the quality of service has been noticed to be below the norms relating to quality of the services prescribed by TRAI;

(c) whether the SMSs are not received by consumers on time especially during the season of festivals due to shortage of Base Station Tower though they are charged for the same; and

(d) if so, the steps being taken by Government to control the situation?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Telecom Regulatory Authority of India (TRAI), through the Quality of Service (QoS) Regulation of July, 2005, has prescribed some new parameters for monitoring of the Basic and Mobile network conditions. The list of additional QoS parameters along with their benchmarks for Basic and Mobile service is given in the enclosed Statement (See below).

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†Original notice of the question was received in Hindi.

(b) The details are available in the Performance Monitoring Report of Basic and Mobile Service (quarter ending September 2005) compiled by TRAI, which is given in the Annexure [See Appendix 207, Annexure No. 8].

(c) SMS is a store and forward service. The delivery of SMS could be affected due to reasons related to mobile handset such as the mobile handset of the called party is switched off or is either out of service or out of memory and also due to network conditions such as network congestion, congestion at the Point of Interconnections (POIs) etc. During festival times the volume of traffic could be very large. In such situations the delivery of SMS could be affected, as the network may not support such large volume of traffic. The charging for SMS is not based on delivery of SMS. The customer is charged as and when the message is sent.

(d) Regarding charging for undelivered SMS, the TRAI had initiated a consultation process through its consultation paper on billing issues dated 02.05.2005. The issue was discussed by TRAI in the Open House and based on the inputs received from various stakeholders and its own analysis. TRAI has decided to maintain *status quo* in the matter.

***Statement***

*List of additional QoS parameters for Basic and Mobile Service*

(A) Quality of Service Parameters for Basic Service where Benchmarks have been revised

| | | |
|---|---|---|
| 1. Fault incidences (No. of faults/100 subscribers/month) | By 31st March 2007:<5 and 31st March 2008:<3 | One quarter By |
| 2. Fault repair by next working day | By next working day: >90% and within 3 days: 100%<br>Rent Rebate<br>Faults pending for >3 days and <7 days: Rent rebate for 7 days<br>Faults pending for >7 days: and <15 days: Rent rebate for 15 days<br>Faults pending for >15 days: Rent rebate for 1 month | One month |
| 3. Call Completion Rate within a local network should be better than | >55% | |

(B) Additional Parameters for Basic Service

| Sl. No | Parameters | Proposed benchmarks over a period of | Averaged |
|---|---|---|---|
| 1 | Response time to the customer for assistance | (i) Percentage of call answered (electronically): within 20 seconds-80% within 40 seconds=95% (ii) Percentage of calls answered by operator (voice to voice): within 60 seconds-80% within 90 seconds=95% | One month |
| 2. | Time taken for refund of deposits after closures | 100% within 60 days. | One quarter |

(C) Additional Parameters for Basic Wireless and Mobile Cellular Service

| Sl. No | Parameters | Proposed benchmarks | Averaged over a period of |
|---|---|---|---|
| 1 | Call set-up Success Rate (within licensees own network) | >95% | One quarter |
| 2 | Blocked Call Rate | (i) SDCCH Congestion <1% (ii) TCH Congestion <2% | One month |
| 3 | Service Coverage | In door>=-75dBm in-vehicle>=-85dBm Outdoor in city>=-95dBm | |
| 4 | POI congestion | <0.5% | One quarter |
| 5 | Response Time to the customer for assistance | (i) Percentage of calls answered (electronically), within 20 seconds=80% within 40 seconds-95% (ii) Percentage of call answered by operator (voice to voice), within 60 seconds=80% witin 90 seconds=95% | One month |

**Insurance premium charged on Tarang hand-sets**

†2122. SHRI DILIP SINGH JUDEV: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

†Original notice of the question was received in Hindi.